

APPENDIX 4.3.1 — TOOLS LIST

Appendix 4.3.1 – Tools List

FRAMEWORK / TOOL	FUNCTIONALITY	INTEGRATION / INTERFACE	COUNTY INTERACTION
HELP DESK			
Automatic call distribution system	Support call distribution within the help desk centers plus call queuing, and tracking.	Blue Pumpkin	Help desk end user support.
Blue Pumpkin	A work force management system to correctly determine staffing levels by shift. Allows for quick reallocation of staff as needed to assist with high-call volume situations.	Integrated with the help desk and ACD phone System (automated)	County will focus on MASLs, which are impacted by Agent scheduling, and associated workload.
Center View	Monitoring call demand, statistics	Service Center	County will focus on MASLs, which are impacted by Agent scheduling, and associated workload.
Knowledge Management	Repository for process and key client information to support service requests and incidents.	Service Center	None
Peregrine Service Center	Ticketing Tool	Peregrine Asset Center	None
Quality Management System	Repository for quality management standards.	None	None
Self Service	Password reset, ticket tracking, initiate service request, bulletin board access.	Service Center, Active Directory	Portal access to all supported end users.
Survey Central	Web based survey tool to collect customer satisfaction measurements.	Interface with Service Center to obtain list of closed ticket history.	Participate in the survey and results posted on CIM portal
Witness	Agent monitoring	Recording agent calls for improved quality and customer satisfaction.	None
DATA CENTER			
CA-Unicenter suite of management products.	Proactively monitor system performance and availability and systems management.	Data Center Operations	MASL Reporting
Virtual Command Center	Integrates the people, processes, and tools into a cohesive monitoring operation.	Data Center Operations	Notification Procedures
Ironport Messaging Gateway	SPAM and Virus Screening	Data Center Operations	Ad Hoc Reporting
IBM Tivoli Storage Manager	Monitor and Manage Backups	Data Center Operations	MASL Reporting, Backup Policies
EMC Control Center Management Suite	Storage Management	Data Center Operations	MASL Reporting

Appendix 4.3.1 – Tools List

FRAMEWORK / TOOL	FUNCTIONALITY	INTEGRATION / INTERFACE	COUNTY INTERACTION
Opsware	Configuration Management and Patch Deployment	Data Center Operations	Reports if desired
Data Center Control System	File Printing to Microfiche	Print Operations	Reports if desired
IBM Resource Monitoring Facility	Mainframe Resource Utilization	Billing System	Billing System
IBM Tivoli Netview	Network Monitoring Tool on the Mainframe	Data Center Operations	None
Messaging System Management	Messaging Management	Data Center Operations	Reports if desired
Unicenter Autosys	Job Scheduling and Monitoring	Data Center Operations and Applications	Reports
Unicenter Management for MQ Series	General Purpose Monitoring	Data Center Operations and Applications	None
Service Excellence Dashboard	A web-enabled Data Center and Help Desk MASL reporting system.	Data Center and Help Desk Operations	Feeds CIM Portal
NETWORK			
CiscoWorks	This set of tools provides innovative ways to centrally manage critical network characteristics.	Integrated into the Network Operations Center (NOC)	MASL Reporting
Concord	Concord is a network metric-gathering tool that provides historical network trend data for switches servicing an area.	Integrated into the Network Operations Center (NOC)	MASL Reporting
HP OpenView Network Node Manager Advanced Edition	Network management and performance monitoring tool.	Integrated into the Network Operations Center (NOC)	MASL Reporting
HP OpenView Performance Insight (OVPI)	Provides comprehensive reports on traffic details by user, customer, server or application.	Integrated into the Network Operations Center (NOC)	MASL Reporting
Network Associates Sniffer	Protocol analysis to pinpoint the root cause(s) of network problems, and intelligently defines and explains solutions to the problem.	Stand alone tool for LAN and WAN data captures.	Ad Hoc protocol analysis reporting.
Netcool	Alarm notification and root cause analysis data isolation.	Interfaces with HP OpenView.	Ad hoc reporting.
Airspace Wireless Controller Software management	Standalone monitoring tool for wireless LAN controllers. Provides detailed wireless statistics and RF planning.	None	Ad hoc reporting
Avaya expert Systems	NOC-based expert systems that remotely monitors PBXes on a 7x24 basis. Expert system is able to fix 90% of software problems automatically. An open ticket	Integrates with the Team service desk.	MASL Reporting

Appendix 4.3.1 – Tools List

FRAMEWORK / TOOL	FUNCTIONALITY	INTEGRATION / INTERFACE	COUNTY INTERACTION
	request is sent to the Team service desk for the other 10%.		
WebSOP	Web-based sales order tool (stand-alone) for long distance voice circuits	Integrates with the Team service desk.	None
SORD	Complex ordering system (stand-alone) for processing local data and voice circuit orders	Integrates with the Team service desk.	None
Telegence	Complex ordering system (stand-alone) for long distance data and Internet circuits	Integrates with the Team service desk.	None
Remedy	A system to record and track trouble tickets reported to the NOC.	Integrated into the NOC, and the Team service desk.	MASL Reporting
DESKTOP			
Desktop / Service Desk Interface (Seebeyond)	Facilitates the connection between the Team Service desk and secondary support systems.	Interfaces with the Team service desk and other support systems.	None.
Microsoft SMS	The client agent function of SMS will be loaded to allow desktop service and datacenter to 'push' software, upgrades, patches, and hot fixes to a desktop	No integration, software agent must be loaded on the desktop.	MASL reporting
Wise Package Studio	Used to create software application distribution packages.	SMS Distribution Server	None
APPLICATIONS			
ClearCase	Change Management	None	None
ClearQuest	Workflow for defect resolution and software enhancements	Integration with Service Center ticketing	Reporting
Pacer	Time Tracking	Project Management and Billing	Billing and Reporting
GSMS	Global Solutions Management System – project and life cycle management	None	None
SECURITY			
CA eTrust Admin	Utilized for account provisioning and role based access monitoring	Active Directory Services	User Access Reports
CIM portal Security Dashboard	Posting situational awareness for County information security officer and enterprise-level agencies and metric reporting mechanism.	NetForensic, Real Secure, SIMS.	MASL reporting.
Crystal Reports	Develop reports	Security Event Database	MASL reporting

Appendix 4.3.1 – Tools List

FRAMEWORK / TOOL	FUNCTIONALITY	INTEGRATION / INTERFACE	COUNTY INTERACTION
ISS - Real Secure	Real-time network traffic and event monitoring and protocol and behavior signature scanning.	SIMS, CIM Portal	MASL reporting, Security trend reporting.
Security Intrusion Prevention System Software	NOC-based managed IPS software to identify intrusion attacks or behavior anomalies.	Integrates with SOC, and interfaces with SIMS and Netforensics.	MASL reporting.
Nessus	Automated known vulnerability testing tool.	Stand-alone.	Vulnerability Reporting.
NetForensics	Central logging of security warnings and events, aggregated and time-correlated event notifications and statistical, trend, and audit reporting.	Help Desk escalation queue, security incident team notification (SIMS).	Security Incident Trend reporting.
Nmap	Network scanning and mapping tool.	Stand-alone.	Logical Network Reports.
Risk Radar	Risk Management Database.	Stand-alone.	Risk Analysis Reporting.
Security Information Management System (SIMS)	Event log analysis tool.	CIM Portal Security Dashboard and NetForensics.	MASL reporting.
Symantec Antivirus	Agent runs on desktop to monitor systems for viruses.	No integration, software must be loaded on the desktop.	Security MASL reporting.
CROSS FUNCTIONAL			
Digital Workflow (A series of integrated Peregrine tools used to automate ITIL processes)	Workflow management.	Service desk, Inventory management, Billing, Field service dispatch, Procurement.	Initiator for certain workflow processes, (e.g., self help, service request, procurement).
Peregrine Asset Center	Facilitates the inventory of all in scope assets.	Charge back system.	Asset information will be posted on the CIM Portal.
Computer Associates UAM	Agent on the desktop that allows Desktop Technicians or Help Desk Agents to remotely control the desktop for troubleshooting or IMAR activity	No integration, software must be loaded on the desktop	MASL reporting
Microsoft SharePoint Portal Server	Foundation for County IT Management Portal	Will link with many systems and processes to collect, support query and report MASL performance and general service reporting requirements.	Dashboard display for end-user access to people locator, my links, and document sharing. Also the centralized location for MASL reporting.

Appendix 4.3.1 – Tools List

FRAMEWORK / TOOL	FUNCTIONALITY	INTEGRATION / INTERFACE	COUNTY INTERACTION
My shop (Biomni procurement tool)	A web-enabled procurement solution.	Digital Workflow, Inventory management, Service desk and Extended Enterprise Integration Backbone	Initiator and approver of purchase requests for items available in catalogue (OIPC)
Project Management Tool Kit	Provides the framework for project management functions supporting systems development and infrastructure development methodologies	CIM Portal	Project Level Status Reporting
Perforce	Configuration Management	CIM Portal	Review current asset configurations.
Zero Touch Provisioning	Account Creation workflow	Active Directory	User initiates account creation request.

END OF SCHEDULE